



★ Overview ★

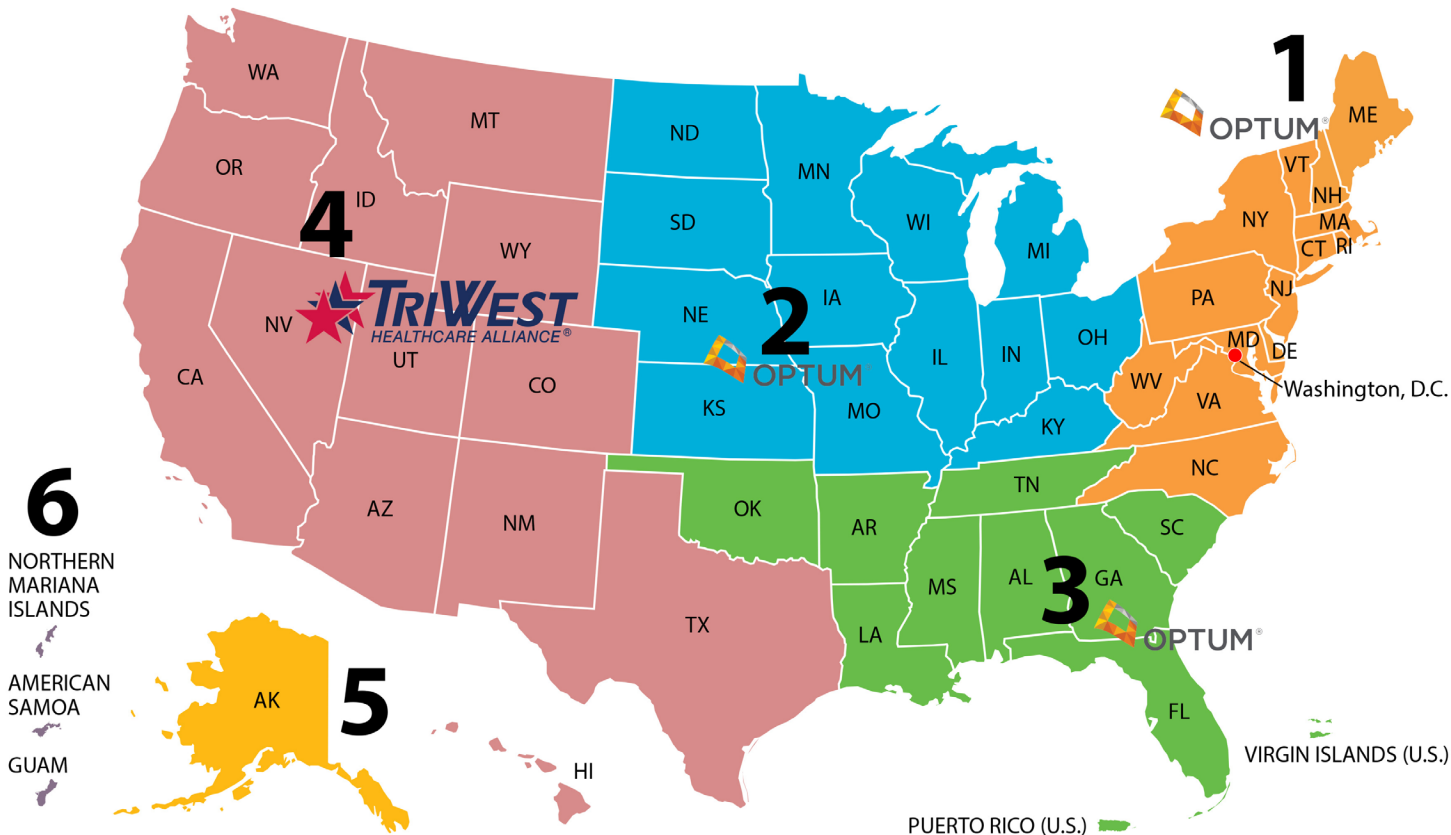
The Community Care Network (CCN) is the Department of Veterans Affairs' (VA) direct link with community providers to ensure eligible Veterans are provided with timely and high-quality care. CCN is a network of high-performing, credentialed community providers that partners with VA to provide health care to Veterans in their local community.

CCN covers all U.S. states and territories with an established set of regional boundaries aligned to state borders to provide local flexibility and increased access to care. VA relies on Third Party Administrators (TPA) to develop and administer regional networks of high-performing, licensed, and contracted health care providers. Every day, TPAs work directly with VA to make sure health care is available to eligible Veterans in the community. TriWest Healthcare Alliance is the TPA for CCN Region 4, which encompasses the western part of the country.

CCN is being deployed in a phased approach by VA medical facilities across the country. Once fully implemented, CCN will replace the Patient-Centered Community Care (PC3) network as the preferred national network VA uses to purchase care for Veterans in their community. TriWest currently manages the PC3 network, which serves as a critical bridge until CCN is fully deployed to ensure Veterans continue to receive the care they need.

VA awarded a contract to Optum, part of UnitedHealth Group, Inc., to serve as the TPA for CCN Regions 1, 2 and 3. VA awarded a contract to TriWest Healthcare Alliance to manage CCN Region 4. Contracts have not yet been awarded for CCN Regions 5 and 6.

For more information, please visit: www.va.gov/COMMUNITYCARE/programs/veterans/CCN-Veterans.asp.



The following services are included under CCN.

- Preventive Care
- Comprehensive Rehabilitative Services
- Hospital Services
- Ancillary Services
- Behavioral Health (to include professional counseling)
- Residential Care
- Skilled Nursing Facility Care*
- Pharmacy (Emergent/Urgent)*
- Dental*
- Outpatient Diagnostic and Treatment Services (including Laboratory Services)
- Hospice/Palliative Care/Respite
- Geriatrics
- Home Healthcare (Skilled)
- Home Healthcare (Unskilled)
- Urgent/Emergent Durable Medical Equipment, Medical Devices, Orthotic, and Prosthetic Items*
- Reconstructive Surgery*
- Inpatient Diagnostic and Treatment Services
- Long Term Acute Care
- Acupuncture
- Maternity and Women's Health
- Implants*
- Telehealth*
- Chronic Dialysis Treatment
- Immunizations*
- Urgent Care*
- Complementary and Integrative Health Services (CIHS)*

** These benefits have associated restrictions and qualifications*

Below is a description of the differences between PC3 and CCN by topic:

PC3	Topic	CCN
VA refers Veterans to community providers based on excessive wait times, distance, or other burden in obtaining VA care.	General	VA refers Veterans to community providers based on MISSION ACT criteria, which are broader than PC3 criteria.
TriWest is the primary customer service contact for Veterans.	Customer Service	VA is the primary customer service contact for Veterans using CCN.
VA confirms Veteran eligibility before submitting an authorization for processing by TriWest.	Eligibility & Enrollment	Benefit is the same or similar.
Except for the Urgent Care benefit, Veterans receive approval from VA prior to obtaining care from a community provider. In most circumstances, community providers receive authorizations for care from TriWest.	Referral and Authorization	Veterans generally receive approval from VA prior to obtaining care from a community provider. In most circumstances, community providers receive an approved referral for care and supporting medical documentation from VA.
TriWest usually schedules the Veteran's appointment for care.	Appointment Scheduling	TriWest and/or VA schedules the Veteran's appointment for care.
TriWest is responsible for Care Coordination. Case Management and Disease Management are not available.	Care Coordination	Either VA or TriWest may have responsibility for care coordination, depending on which entity is making appointments for the care. Case Management and Disease Management are optional services that VA may implement.
EOBs are not provided under PC3.	Veteran Explanation of Benefits (EOB)	EOBs for dental, medical and pharmacy services are available to the Veteran via mail or electronically on TriWest's self-service website.
Collection of OHI information by the community provider is not required.	Other Health Insurance (OHI)	TriWest validates Veteran's OHI eligibility on a regular basis. OHI is applied to all VA claims for services performed for Veterans who are not deemed Service Connected/Service Authority and for which the Veteran has other commercial coverage.
Veterans are not required to make copayments directly to community providers under CCN. VA may collect copays directly from Veterans, as applicable, for urgent care or under their other insurance.	Co-pays	Benefit is the same or similar.
Providers have signed a full network contract or have been certified to provide care.	Provider Contracts	Providers have signed a full network contract.
Network urgent care providers can treat Veterans without prior authorization after confirming eligibility.	Urgent Care	Benefit is the same or similar.
Telehealth is available for appropriately selected Veterans and visit types.	Telehealth	Benefit is the same or similar.
Prescriptions written by a network urgent care provider may be filled for up to a 14-day supply of medication at a network pharmacy. Opiates may be prescribed up to a seven-day supply, in accordance with the issuing state's laws.	Pharmacy	In addition to prescriptions resulting from urgent care visits, those needed immediately may be filled for up to a 14-day supply at a network pharmacy.
TriWest Customer Service handles all claims inquiries. For claims questions, call: 855-722-2838.	Veteran Claims Customer Service	VA handles all Veteran claims inquiries with support from TriWest, as needed.

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